THE commonwealth

RecordsManager

Where Were You When the Lights Went Out?

Bob Nawrocki, CRM, State Records Administrator

On the Wednesday before Isabel hit the Commonwealth I spent the afternoon making sure that I had put all the breakables away, moved papers away from the window, and backed up my personal computer to the network drives. The last thing I did before leaving was to put the Library's Business Continuity Notebooks in my car. Thankfully they were unneeded.

Hopefully you've weathered the storm and now have power and other necessities back. If you haven't updated your disaster recovery/business continuity plan now is the time. The following link will take you to the RMISD Disaster Planning Workbook <http://www.lva.lib.va.us/whatwedo/records/manuals/dp-wkbk.htm>. This is also a good time to check the Red Cross web site. This site is chock full of useful information, including what you should do to prepare a personal disaster recovery plan.

I am pleased to announce that on September 25th Chris Gorey became our new Electronic Records Coordinator. Before he joined us Chris was with Arthur Andersen for five years, first in their global technology division and most recently as the Richmond office's technical liaison to the service-line groups. He has a B.S. in Economics and is working on a Masters of Information Systems from VCU's School of Business. Chris will spend the next several weeks getting up to speed on the LVA records management program. He can be reached at <cgorey@lva.lib.va.us> or (804) 692-3607.

On October 10th, Terri Reitz, the new Manager of Records Analysis, joined the RMISD family. Terri has spent much of her professional career in the Washington, DC area. She has worked with the Federal Aviation Administration, the Environmental Protection Agency, and the Overseas Private Investment Corporation as a contractor. Terri has an M.S. in in Library and Information Sciences and is a Certified Records Manager. She may be reached at treitz@lva.lib.va.us or (804) 692-3608.

Joanne Smith, who has been with the RMISD program for the last four years, is leaving us to become the Engineering Data Management Supervisor with Chesterfield County Utilities. In addition to her records analyst duties, Jo has served as the editor of the CRM and all RMISD publications. Will Henson, who has been with the RMISD program for the last three years, is relocating to Seattle, Washington, where he will be the RIM Program Manager at the ICOS Corporation. In addition to his records analyst duties Will has served as the GAIN database administrator. Jo and Will have been valuable members of our staff and we will miss their knowledge, expertise and sense of humor. We wish them well and look forward to working with them in their new capacities.

No matter how many changes take place though the Records Management and Imaging Services Division will continue to provide the same high level of service that you deserve. As always if you have any comments, questions or recommendations please feel free to contact me at <rnawrocki@lva.lib.va.us>.

Dedicated to the efficient and economical maintenance of Virginia's public records

HOLDING ON TO A DINOSAUR
Microfilming Services in the 21st Century

Glenn T. Smith, Grants Administrator, Circuit Court Records Preservation Program

As conversion of paper to another medium moves more in to the digital arena, many in the records management field are wondering what role microfilm plays in our business. The answer continues to be, and will be for some time, a major one. For records that are scheduled permanent (or a very long period 75–100 years) but will have little or no retrieval activity, converting those to a digital format just does not make good business sense. Microfilm is still the most cost effective means for long-term, or permanent, storage of low-activity paper and some types of electronic records. There are still several vendors who offer various types of microfilming services that will provide the long-term security needed by many agencies and localities.

Three of these vendors are currently on contract with the commonwealth. Those three are noted in the list below and the contract may be found on the Department of General Services Web site at <http://159.169.222.200/dps/Download/9156801-20%20award.pdf>. Two of the vendors, Records Conversions, Inc. and Richmond Commercial Services are contracted to microfilm original documents, while Virtual Image Technology, Inc. is contracted to create microfilm or microfiche directly from electronic data. These services and costs are detailed in the state contract. And, to quote a statement in the contract, "This contract is the result of a competitive bid program and its use is **mandatory** for all **State Agencies located within 30 miles of the Capitol and is optional for other state agencies and public bodies** in the purchase of any commodity listed herein."

All other vendors listed are operating, offer a wide variety of services, and will be glad to accept calls in order to explain their services, as well as offer pricing.

LETTER FROM THE EDITOR

Joanne R. Smith, CLA, Records and Information Management Analyst

To every season…as I leave the Library of Virginia's Records Management and Imaging Services Division I would like to take a few minutes as the Editor of the *Commonwealth Records Manager* to thank all the records officers and records coordinators that I have had the opportunity to meet and work with over the past four years. Thank you for articles and everything you do in preserving and protecting Virginia's public records.

I would also like to thank the "behind the scenes" special team that brings this newsletter to you twice and sometimes three times a year. Jan Hathcock, the editor's editor. It has taken four years, but she has finally embedded the term Web site as two separate words, with a capital "W" in my brain. Your suggestions and support were wonderful, but most of all productive. Amy Winegardner, the graphic artist extraordinaire. Amy takes text documents and spins a magical story; by the time she is finished, the newsletter is complete and pleasing to the eye. Mike Simpkins, the printer with flare. Mike makes his press sing, and the *CRM* becomes a concerto with color. Mark ("Show Me The Money") Fagerburg pays for the collating, folding and saddle stitching completed by Judy Spangler and the team at Printing Services. Thank you very much for your technical knowledge, insight and guidance.

Most of all I would like to thank my awesome co-workers in RMISD. Thank you for your timely and creative articles, mixed with kindness and concern especially when I was standing over your desk asking if your article was completed. It's been simply wonderful. Thank you for being the best team I have ever had the honor and privilege of serving with.

List of Vendors for Microfilming Services (10/03)

Note: Department of General Services contract #9156801-20 for source document microfilming is mandatory for all state agencies located within 30 miles of the Capitol and is OPTIONAL for other state agencies and public bodies (including localities). State agencies in the Richmond metro area cannot use the other vendors unless a complete and factual written justification is submitted to the appropriate procurement officer. For further contract information, contact Patricia Trent, Statewide Service Contract Officer, Department of General Services at (804) 786-3854.

This list does not identify all possible vendors participating in this type of work, and the provision of this list by the Library of Virginia does not indicate official recommendation. This list is provided only as a courtesy of the Library of Virginia, and does not imply the suitability of the vendor for the purposes sought. The vendors are listed in no particular order, other than contracted vendors first.

Records Conversion, Inc.
T/A Micro Labs
Al Cornaro
4972 Euclid Road
Virginia Beach, VA 23462
757-671-7504
757-671-9328 fax
State contract primary vendor for source documents

Richmond Commercial Services
Boyd A. Isley, III (Tray)
1600 Rhoad Miller Street
Richmond, VA 23220
(804) 358-4035
(804) 358-0761 fax
tisley@richmondcommercialsvcs.com
State contract secondary vendor for source documents

Virtual Image Technology, Inc
Beverly Hollins
1648 Laurel Top Drive
Midlothian VA 23114
(804) 379-5200
(804) 379-7160 fax
bhollins@vimagetech.com
http://www.vimagetech.com
State contract vendor for computer output microform (COM) services

C R & R / C. W. Warthen
Harford Capps
4485 Indiana Ave
Winston Salem, NC 27105-2513
800-662-1465
336-661-1465
336-661-1466 fax
hwc@triad.rr.com

Executive Microfilming
Mike Rainer
2709 Willard Rd.
Richmond, VA 23229
804 672-3456
16mm planetary filming

MSG Micrographics
Dana Christian
513 W. Main Street
Route 3, Box 8
Lebanon, VA 24266
276-889-1327
16mm only; modern documents

DATAbank, Inc.
Theresa Maultsby
12000 Baltimore Ave.
Suite 300
Beltsville, MD 20705-1234
(301) 210-5052
(301) 210-5348 fax
dbiim@aol.com

Microfilming Services, Inc.
Toni Decker or Dale Nash
4980 Euclid Road
Virginia Beach, VA 23462
757-497-4097
757-497-5989 fax
16mm only; modern documents

Richmond Microfilming
Glen Boynton
3309 Hull St.
Richmond, VA 23224
804-232-9457
rmf3309@yahoo.com
16mm on- or off-site, 35mm off-site, full service on both

Henry Micrographics
John Guilliams
8108 Henry Road
Henry, VA 24102
(276) 629-9593
wahoo98@peoplepc.com
On- or off-site planetary, 16 or 35mm

Records Management Workshops

There is no charge for these courses. All designated Records Officers and others who have records management responsibilities should attend. Details and registration forms are available on our Web site or call us at (804) 692-3600. For more information on the workshops or to register on line go to http://www.lva.lib.va.us/whatwedo/records/rectrain/index.htm Any changes or additions will be posted to our Web site.

Basic Records Management
The essentials of public records management are discussed, including the Virginia Public Records Act, retention schedules, records surveys, electronic records, records disposal, and disaster preparedness.

Jan 14, 2004	Library of Virginia Richmond 9:00–11:30 A.M.
April 6, 2004	Library of Virginia Richmond 9:00–11:30 A.M.

Intermediate Records Management
In this workshop, we will discuss how to present and promote records management within your agency or locality, topics include obtaining program support, implementing a program, coordinating Records Officers' duties with other responsibilities, and continuing education.

April 7, 2004	Library of Virginia Richmond, 9:00–11:30 A.M.
June 23, 2004	Library of Virginia Richmond 9:00–11:30 A.M.

State Records Center
Presentation on the services provided by the State Records Center. Also includes a tour of the facility.

April 6, 2004	State Records Center Richmond, 1:00–3:30 P.M.

Business Continuity/Disaster Planning For Your Records
The Virginia Public Records Act requires state agencies and localities to develop plans to ensure the preservation of public records in the event of disaster or emergency. This workshop explains how to anticipate and mitigate disasters by identifying vulnerabilities, establish procedures to follow in the event of a disaster, and use the Workbook for Developing a Disaster Plan.

April 8, 2004	Library of Virginia Richmond, 9:00–11:30 A.M.

Managing Electronic Records
Topics to be discussed include types of electronic records including digital imaging, advantages and disadvantages of formats, the Freedom of Information and Privacy Protection acts, retention schedules, e-mail, and destruction of electronic records.

April 9, 2004	Library of Virginia Richmond, 9:00–11:30 A.M.

QUALITY CONTROL PRACTICES FOR ARCHIVAL FILM

Suie E. Woo, Supervisor, Imaging Services Branch

There are several tasks performed by a vendor or a collection curator in the filming and maintaining of "permanent" microfilm. Quality Control is a vital task to ensure that the first generation camera negative is as perfect as possible. Microfilming guidelines established by the American National Standards Institute (ANSI) and the Association for Information and Image Management (AIIM), regulations published by state and federal governments, and specifications by the Research Libraries Group (RLG) are the standards used and should be incorporate into the in-house microfilm operation or as part of the request for proposal (RFP) when contracting with a vendors to produce first generation microfilm. For Imaging Services customers, the department inspects the image quality of each vendor produced first generation camera negative for permanently retained state and local records.

The necessary tools for inspecting microfilm include lint-free gloves, microscope, densitometer with a calibration strip, inspection station with rewind cranks, eye loupe, scissors and a 16mm/35mm reader. Wearing lint-free gloves or holding the film by its edges will keep acidic oils and fingerprints from the film surface.

APRIL 5–9

Commonwealth of Virginia
RECORDS AND INFORMATION
MANAGEMENT WEEK
April 5–9, 2004

Please join us for a Continental Breakfast to celebrate RIM Week and a discussion on E-mail issues at the Library of Virginia on April 5 from 8–10 A.M.
Register at the LVA Website:
http://www.lva.lib.va.us/whatwedo/records/ rectrain/rm_classid.asp
("Breakfast and E-mail Discussion")

Resolution measures the sharpness of the characters and fine detail produced by the camera onto the film from the original document. This testing is preformed using the Quality Index or the systems resolution method described in the ANSI/AIIM MS 23-1998 and MS-43. The ANSI/ISO Test Chart (National Bureau of Reference Material 1010A) consists of groups of five vertical and five horizontal lines placed perpendicular to each other with each set of line pair patterns progressively reduced. There are various types of charts for rotary and planetary cameras with different configurations.

Using a microscope, a test pattern is considered resolved when the smallest two groups of lines constituting the pattern can be distinguished distinctly in both directions. The state standards for public records require a minimum of 90 lines per millimeter, regardless of the reduction ratio or type of camera use. This converts to resolution requirements of 6.3 for 35mm, 4.0 for 16mm (public records) or 5.0 for 16mm (procedural recording). Duplication requirements for the intermediate master and user's copy may be different than from the first generation negatives. Resolution of duplicate copies should only be one pattern lower than the one from which the duplicate is made.

A densitometer is used to measure the density range on the camera negative on the film (light and darkness). The density is taken from an image area that is free of information to obtain a true reading. The readings are randomly taken throughout the microfilm reel to arrive at an average range. Variances in quality and types of documents also receive consideration when performing density checks. Older, faded documents with poor or light handwriting or typing are usually more readable at a density range of .80 to 1.00. Better quality documents usually are best in a range of 1.00 to 1.20. Difficulties will occur if the film has a wider density range i.e. 60 to 1.45 during duplication. If the operator tries to lower the 1.45 to 1.20, the .60 reading would be lighter and difficult to read or print.

Also during the inspection phase, the filming targets (i.e. titling target, reel number, operator and record custodian certificates, etc.), are checked for scratches, fog, blurred pages, cut-off documents, overlaps, water or chemical spots, light or dark streaks over or under developing as well as suspected camera problems. Image verification, using a reader or reader/printer, is used to detect filming errors and possible retakes on a larger magnification. Replacement images are spliced into the respective reel so it does not impair the integrity of the image by joining together the clear portions of the film and not the actual image. Cement, tape and welded splices are the different type of splicing materials used. Please reference to ANSI/AIIM MS 18-1987 for additional data.

The methylene blue test determines the amount of thiosulfate ion left on the processed film and should be done whenever a change in film, chemicals or processing is made. Under the Standards for Microfilming Public Records, the processed microfilm must have a concentration of greater than zero but not to exceed .014 g/m^2 in a clear film area. See ANSI 9.1-1992 for the concentration ratios for differently grained archival films.

Quality control is just one of the many tasks preformed to produce quality microfilm. By understanding the importance of it, "Permanent" records have a better chance of survival under ideal environmental conditions if certain criteria have been met.

A GOLD STAR FOR THE STAR CITY

Joanne R. Smith, CLA, Records and Information Management Analyst

We've all been there at one point or another in our professional life, when suddenly your department or division has been acquired, transitioned or re-organized into an entirely different entity. I believe the human resource term for the affected workers is "re-careering." **Eddie Tucker** worked for the **City of Roanoke** for seven years in the City warehouse pulling orders and unloading trucks. In 1989 he became the warehouse supervisor, still pulling orders and unloading trucks, but with new duties and responsibilities as a first line supervisor. Tucker's position had evolved and had developed a routine. Supervising a busy warehouse will keep you on your toes and ready for anything, almost.

When the City decided to close the warehouse in 2001, Tucker became the new City Records Officer. He worked with Diane Smallwood, previous City Records Officer, in July of 2001 and then he rolled up his sleeves and went into information research mode. Tucker is not the "wait and see" type. He jumped in with both feet, giving his new found duties his full attention. First, he had to learn the basics of records management, then he had to determine how to serve the records management needs of other city offices and employees. Tucker decided that education, quality control and compliance would make this program successful.

Tucker scheduled Library of Virginia records management training for the City of Roanoke, in Roanoke. City employees would spend a day receiving Basic Records Management and Disaster Planning. He reviews all Certificate of Records Destruction (RM-3) for the City. He has consolidated and refined the master files inventory and requires all offices to review this document annually. Tucker reached a major milestone in his first year as Records Officer; for the first time ever, all 48 City departments who participated in the records management program were in compliance.
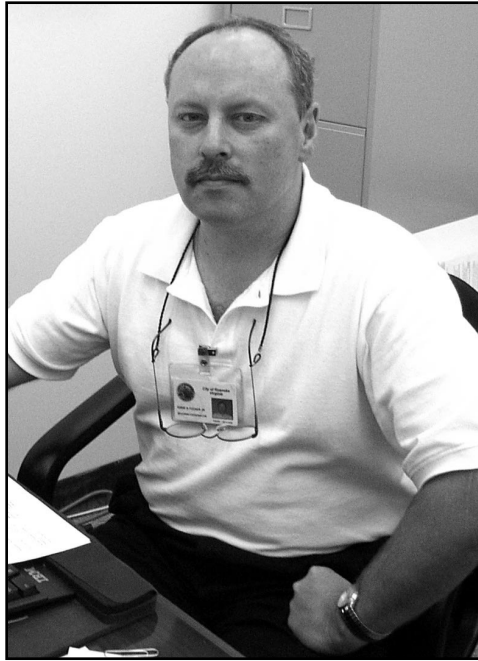
His program is up and running, becoming self evolving. The City has completed Records Surveys (RM-19) and forwarded them to the Library of Virginia for evaluation and review as suggested inclusions to specific locality general schedules.

Tucker serves on a records steering committee that has over the past two years helped to develop a centralized system for critical records. He has also helped to develop a lease/contract tracking system for the City.

In his spare time he loves to play softball and watch sports on television. He has been married for seventeen years and has two daughters. Tucker has transformed the City of Roanoke's records management program. His program is up front and highly visible. He has earned a gold star as the City's records officer.

Following in the Footsteps of Lewis and Clark

Will Henson, CRM, Records and Information Management Analyst

As many of you already know, my wife has a tremendous career opportunity that will be taking us to the Seattle, Washington area. While this is about as far from Virginia as one can get in the continental United States, I will at least be moving to a state whose namesake is one of Virginia's most famous sons. I would like to take this opportunity to thank all of the records officers, agency and locality records management staff, and my colleagues at the Library of Virginia for the pleasure of working with them over the past three years. A special thanks to all the members of the GS21 (Public School Records) reviewer group, whose hard work and dedication made the revision of this retention schedule a reality, and last but certainly not least, to my colleagues and friends in the Records Analysis Section. You made my time at the Library of Virginia a truly unique experience that I will always treasure and draw upon for the rest of my career. I will miss working with you all more than you know.

At the time of this writing, I plan to stay on at the Library through the VAGARA conference, at which time I will make my way out to the Great Pacific Northwest and take a much needed break over the holidays before looking for new employment in the records and information management field. I wish you all the best and if you're ever out my way, please look me up. Take care and farewell. I'm outta here!

SO MANY HATS, SO LITTLE TIME!

Russ Riter, Records and Information Management Analyst

In a back corner of the **Department of Social Services** on Broad Street there is an office that is routinely empty. It's empty because its occupant, **Marvin Roane**, is a busy man. Roane is the designated records manager for the Department of Social Services. Like so many other state agency records managers, Marvin wears more than one hat.

Since being appointed as the DSS records manager approximately three years ago, Roane has worked tirelessly to promote and implement a records program for the agency. In an agency with so many different priorities it is sometimes quite difficult to convince the agency managers that an active records management program is beneficial and important. He is constantly moving around between the floors of the department to talk with staff about their records and their records management needs. Roane's methodical and constant efforts to implement an active program are beginning to pay off. Several divisions within the department have contacted him about their records and how to get started with scheduling their records.

Working with the Records Management and Imaging Services division of the Library of Virginia, Roane has also participated in coordinating the training of DSS staff to acquaint them with the commonwealth's records management program.

One of Roane's duties is the transfer and storage of inactive DSS records. He coordinates the storage of records between two different storage sites. A couple of thousand cubic feet of inactive DSS records currently are being maintained at the Library of Virginia's State Records Center in eastern Henrico County and by the Security Business Archives on Midlothian turnpike.

Roane also is responsible for the maintenance and distribution of all DSS policy and procedure manuals, agency transmittals, and agency information bulletins. Roane ensures that adequate supplies of the various DSS publications are available and works closely with printers and printshops. He coordinates the requests for forms by regional, district and local DSS offices.

As if he did not have enough to do Roane also has to process the payments for materials and publications which are requested by DSS clients around the Commonwealth. He also processes the payment of invoices from the Library of Virginia for records storage and from Goodwill Industries for the recycling of agency paper. In addition, Roane handles all the calls and correspondence that come into his area pertaining to the receipt and distribution of agency materials and publications.

He serves as the Department of Social Services recycling coordinator as well. In that capacity he is responsible for working with the various divisions of the department to see that they comply with the recycling program and also for providing them with the necessary tools and information so they may implement and maintain an effective recycling program.

E D I T O R ' S   N O T E

Since this article was written, Marvin Roane left state government service in October 2003 to pursue a new career direction.

Miscellaneous Files

Were You Alone After Hurricane Isabel?
In small, local disasters, there is always plenty of help available. But when an area wide disaster hits, good help is hard to find. After Hurricane Isabel, many offices in both localities and state agencies found themselves standing alone with little or no help available—no employees, no electricity, no phones and no e-mail. Some of us have become overly dependent on the Internet and e-mail for contacts and information, most of which was lost after the storm.

Even your own Emergency Services may be of no help in disaster recovery, after all, their first priorities, and rightly so, are to save lives, insure health, protect property, provide for good order, then reestablish services. Now is the time to review our disaster plans, look at local disasters—where plenty of help may be available and look at area wide disasters—when each office has to fend for itself.

New General Schedule (GS-31) for Airports
A new general schedule for locality owned or administered airports has been approved and will or has been distributed to selected individuals. As usual, the schedule is available on our web site and also can be ordered by snail mail or e-mail.

More Revised Locality General Schedules
Revisions of GS-10 (Fire and Rescue), GS-20 (Local Health) and GS-21 (Public Schools) have been approved and will be distributed to selected records officers. They can also be downloaded from our web site.
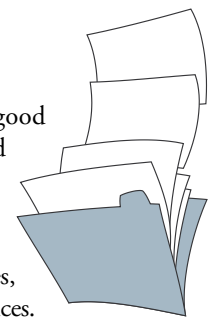
Your Questions Answered by Recman

Frank English, Records and Information Management Analyst

Editor's Note: "Recman" is our general e-mail address for records management questions: recman@lva.lib.va.us. Questions and answers selected for publication are limited to those that the compiler believes may have a wide audience or general interest. Names and agencies of the correspondents are not published. Please contact us if you have a question.

Why am I being charged for storage of microfilm?

LVA has a program to store archival quality microfilm of permanent records at no cost to the locality or state agency. Those records will be stored in our media vault, operated by our Imaging Services Section. Other microfilm, that is either not permanent or not of archival quality, will be stored in our Records Center and localities and state agencies will be charged for storage.

Why can't patrons look at film in the media vault?

The records in both the media vault and the Records Center are not part of the Archives and are not available for public viewing or use. Those records are under the control of the locality or state agency that sent them to us for storage and can only be requested by the owning locality or state agency.

Is there a consolidated list of state laws and regulations that apply to businesses in Virginia?

No, the Records Analysis Section only gets involved with state or locality owned government records. There is no single source for State of Virginia imposed recordkeeping requirements. Each business can check with the relevant sections of the Code of Virginia <http://leg1.state.va.us/000/src.htm>, the Virginia Administrative Code <http://leg1.state.va.us/000/srr.htm>, any publications issued by the regulating state agency or directly contact that state agency.

Why have the number of available workshops been reduced?

Due to budget constraints, we have had to limit overnight travel and reduce the number of workshops scheduled for areas outside of Richmond. We hope that our travel opportunities will grow in the future. However, we will travel to agency, locality or organization sponsored events, if the sponsor can reimburse LVA for the travel expenses.

Why can't I find my state agency's schedules on the LVA web site?

State agency specific schedules generally don't have a wide audience of appropriate users, plus there are 15,000 different schedules. RMISD has consciously decided not to put the schedules on line. Each agency, if they so desire, can put there own schedules on line, on their web site.

Does the State Records Center shred records?

The records center does shred records for state agencies and localities, for a fee, on a first come, first serve basis after records stored in the State Records Center have been shredded. For further information on shredding contact the State Records Center at 804-236-3705. There is a charge for shredding services. You can find these fees at <http://www.lva.lib.va.us/whatwedo/records/manuals/00m-ch9.htm#sc>.

Is it your network administrator's responsibility to preserve e-mail?

Your e-mail server is the electronic equivalent of your agency/locality mailroom. Its only function is to route the mail to the correct addressee. Would you expect your mailroom clerk to be responsible for saving all your traditional mail? No! Neither should you expect your network administrator to make decisions on each individual piece of e-mail. Depending on your agency/locality policy, each e-mail user is responsible for preserving e-mail that qualifies as a record for the full retention listed on retention schedules. For more information see <http://www.lva.lib.va.us/whatwedo/records/electron/em-pol.htm>.

Why can't I use the Records Management forms that are in "pdf" format?

First, you must have Adobe Acrobat Reader loaded on your computer. Contact your Agency/Locality Tech Support or go to Adobe's web site at: <http://www.adobe.com/support/downloads/main.html>. After obtaining the appropriate software, the blank forms can be printed out. If you want to use the interactive forms, it is usually quicker to save the file to your hard drive, then fill in the form.

recman@lva.lib.va.us

We hope you enjoy this issue and welcome your comments and suggestions for future editions.